

VA Office of Information and Technology Enterprise Architecture Management



Systems Integration and Development Service

**Final
Quality Assurance Policy
QA010**

Version 2.0

June 2, 2006

Department of Veterans Affairs

Letter of Promulgation

As the Director of the Systems Integration and Development Services (SIDS) in the Office of Enterprise Architecture Management (OEAM) at the Department of Veterans Affairs (VA) Chief Information Officer (CIO), I do hereby formally promulgate this quality assurance policy as the official policy of the SIDS. This quality assurance policy will help standardize SIDS quality assurance components, clarify and enhance current practices, facilitate the alignment of the organization with the Carnegie-Mellon University Software Engineering Institute Capability Maturity Model Integration (CMU/SEI CMMI), and ensure compliance with OEAM quality assurance policy and the Enterprise Architecture provisions of the Information Technology Management Reform Act (Clinger-Cohen Act of 1996 (40 U.S.C. 1401(3))) and direct their application across the SIDS.

May 31, 2006
(Effective Date)

(Signature obtained and on file)
Frances G. Parker, Director (Acting)
Systems Integration and Development Service
Office of Enterprise Architecture Management
VA Office of Information and Technology

May 15, 2006
(Date)

Record of Changes

Version #	CCP #	Description	Date Entered	Entered by:
0.8	N/A	Initial development of draft policy	5/9/2006	Mary Wu
1.0	N/A	Revised based on team review comments	5/11/2006	Mary Wu
2.0	N/A	Revised based on additional comments	6/2/2006	Mary Wu

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1. INTRODUCTION

1.1. PURPOSE

This document establishes a quality assurance (QA) policy for the Systems Integration and Development Service (SIDS) in the Office of Enterprise Architecture Management (OEAM), Office of Information and Technology (OI&T), U. S. Department of Veterans Affairs (VA).

1.2. SCOPE

This policy applies to all SIDS organizations, branches, sub-organizations, integration and development projects, and contractors receiving, expending, or disbursing SIDS funds.

1.3. EFFECTIVE DATE

This policy shall apply to all SIDS projects and offices effective 15 calendar days after signature by the Director, SIDS (or designee). All projects a) started after the effective date or b) in Phase 0 (zero) of the System Development Life Cycle (SDLC) at the effective date shall comply with this policy.

Projects assigned to SIDS that are in the middle of any SDLC phase other than Phase 0 (zero) at the effective date of this policy are required to demonstrate due diligence in complying with this policy within 30 days of the effective date, to the degree that it does not jeopardize their ability to satisfy prior project commitments. Additionally, all projects in the Maintenance and Operations (M&O) phase shall, at a minimum, assess and report compliance with this policy on an annual basis.

All other projects and efforts under SIDS authority shall, at a minimum, assess their compliance with this policy, report their assessment and their demonstrations of due diligence in complying with this policy prior to the start of their next new SDLC phase.

Projects requesting a waiver from the requirements in this policy shall make the request in writing to the Director, SIDS. The Director, SIDS, shall consider special situations for non-compliance on a case-by-case basis.

1.4. RESPONSIBILITIES

The Director, SIDS, has the basic responsibility for implementing this policy within the SIDS organization. The heads of all SIDS sub-organizations (e.g., branches, staff elements, their subordinate organizations and offices, and all projects) are responsible for implementing this policy and for compliance with the requirements of this policy within their respective organizations and projects. The Director, SIDS, has responsibility for ensuring that compliance with this policy is assessed and reported at least annually to the Associate Deputy Assistant Secretary for Enterprise Architecture Management.

SIDS sub-organization managers (e.g., branches, staff elements, their subordinate organizations and offices, and all projects) have the basic responsibility for implementing the policy for their respective offices and projects. If an office or project manager is not a VA employee, then a VA employee shall be assigned to provide oversight to the non-VA IT manager to ensure compliance with this policy.

1.5. REFERENCES AND RELATED DOCUMENTS

1.5.1. References

- a. Carnegie Mellon University/Software Engineering Institute, Capability Maturity Model Integration for Systems Engineering, Software Engineering, Integrated Product and Process Development, and Supplier Sourcing (CMMI-SE/SW/IPPD/SS) V1.1, March 2002.

1.5.2. Related Documents

This policy is subordinate to the VA OI&T OEAM policy on Quality Assurance. Any discrepancy or conflict between this policy and the OEAM policy will be resolved in favor of the higher authority. Anyone observing or otherwise aware of such a discrepancy or conflict should bring it to the attention of the Director, SIDS, as soon as possible.

This policy is closely related to policies on project planning, requirements management, configuration management, measurement and analysis, project monitoring and control, and subcontractor management.

1.6. TERMS AND ABBREVIATIONS

1.6.1. Terms

The following terms, with definitions from the CMU/SEI CMMI, are included here for reference.

TERM	DEFINITION
Managed process	A process that is planned and executed in accordance with policy; employs skilled people having adequate resources to produce controlled outputs; involves relevant stakeholders; is monitored, controlled, and reviewed; and is evaluated for adherence to its process description.
Organization	An administrative structure in which people collectively manage one or more projects or services as a whole, and whose projects or services share a senior manager and operate under the same policies.
Requirement	Need or expectation that is stated and obligatory

1.6.2. Abbreviations

The following abbreviations are used in this document:

CMMI	Capability Maturity Model Integration
CMU/SEI	Carnegie-Mellon University/Software Engineering Institute
OEAM	Office of Enterprise Architecture Management
OI&T	Office of Information and Technology
QA	Quality Assurance
RFW	Request for Waiver
SIDS	Systems Integration and Development Service
VA	U.S. Department of Veterans Affairs

2. POLICY

2.1. POLICY STATEMENT

The quality assurance policy of the SIDS is:

1. To objectively evaluate performed processes, work products, and services against the applicable process descriptions, standards, and procedures;
2. To identify, and document noncompliance issues, and ensure noncompliance issues are addressed; and
3. To provide feedback on quality assurance results to project staff, managers and the SIDS Director.

This is the minimum SIDS QA policy. SIDS sub-organizations desiring to develop QA policies less restrictive than this SIDS QA policy must submit a written Request for Waiver (RFW) and have it approved by the Director, SIDS, or higher authority. An RFW is not required for policies that are more restrictive.

2.2. QUALITY ASSURANCE GOALS

The SIDS organization will adhere to the following goals in order to implement this policy:

1. Perform objective evaluation;
2. Provide objective oversight; and
3. Institutionalize QA across the SIDS as a managed process.

2.2.1. Perform Objective Evaluation

To perform objective evaluation of processes, work products and services, the SIDS and its sub-organizations must:

1. Establish and maintain clearly stated evaluation criteria; and

2. Evaluate processes, work products, and services using established criteria.

2.2.2. Provide Objective Oversight

To provide objective oversight, the SIDS and its sub-organizations must:

1. Communicate and ensure resolution of noncompliance issues; and
2. Document quality assurance activities in sufficient detail so that status and results are known, and revise the status and history of the quality assurance activities as necessary.

2.2.3. Institutionalize Quality Assurance as a Managed Process

To institutionalize QA across the SIDS as a managed process, the SIDS and its sub-organizations must:

1. Planning for the QA process;
2. Provide adequate resources and assign responsibilities;
3. Train the people who are performing or supporting the quality assurance process as needed;
4. Place the non-compliance reports and evaluation logs/results into configuration management.
5. Identify and involve relevant stakeholders for establishing criteria and resolving noncompliance issues;
6. Monitor and control the QA process against the planned QA process;
7. Objectively evaluate adherence of the process and product quality assurance process against its process description, standards, and procedures, and address noncompliance; and
8. Review QA status, activities, and results with higher-level management and resolve issues.